

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant(s): Howard M. Lee | |
| Serial No.: 10/721,704 | Group Art Unit: 3624 |
| Filed: November 25, 2003 | Examiner: Thomas L. Mansfield |
| Title: Audio/Video Service Quality Analysis Of Customer/Agent Interaction | |
| Attorney Docket No.: 018.0961.US.UTL | |

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Dear Sir:

This Information Disclosure Statement is submitted:

- ☐ under 37 CFR 1.97(b), or
(Within three months of filing national application; or date of entry of international application; or before mailing date of first office action on the merits; whichever occurs last)
- ☐ under 37 CFR 1.97(c) together with either a:
 - ☐ Statement under 37 CFR 1.97(e), or
 - ☐ a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97(b) time period, but before final action or notice of allowance, whichever occurs first)
- ☒ under 37 CFR 1.97(d) together with a:
 - ☒ Statement under 37 CFR 1.97(e), and
 - ☒ a \$180.00 fee set forth in 37 CFR 1.17(p).
(Filed after final action or notice of allowance, whichever occurs first, but before payment of the issue fee)

☒ Applicant(s) submit herewith Form PTO 1449-Information Disclosure Citation together with copies, of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

The attached reference was cited by the Japan Patent Office (JPO) in an Office Action, issued on March 16, 2010, for the related Japan patent application, Serial No. 2006-541677, filed on November 24, 2004, pending. The English-language version of the Office action is enclosed.

Please note that three cited references from the Japan Office Action are not available in English. For cited Japan Application Publication No. 2003-122890, only the abstract is available in English, a copy of which along with Japan Application Publication are enclosed herewith.

The relevance of the attached references is that this is the closest art of which Applicant is aware. Applicant submits that the above references taken alone or in combination neither anticipate nor render obvious the present invention. Consideration of the foregoing in relation to this application is respectfully requested.

It is requested that the information disclosed herein be made of record in this application.

Respectfully submitted,



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Date: June 15, 2010

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